

**CATAWBA COUNTY EMERGENCY OPERATIONS PLAN**  
**ANNEX B**  
**COMMUNICATIONS**

**I. PURPOSE**

This annex describes the County's communications systems and presents available communications sources, policies and procedures to be used by County government agencies during emergency situations.

**II. SITUATION AND ASSUMPTIONS**

A. Situation

1. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout the County. Properly coordinated, these facilities provide for effective and efficient response activities.
2. The Emergency Communications Center is located in the Justice Center at 100 Southwest Blvd.

- B. Assumptions: It is assumed that the communications system will survive and/or withstand the effects of a disaster. This annex will provide coordination of all communications systems during an emergency situation facilitating timely response activities.

**III. CONCEPT OF OPERATIONS**

A. General

1. Emergency communications systems and services used by the County are controlled by the Sheriff's Department.
2. The County Warning Point is operated 24 hours a day and serves as the Emergency Communications Center.

3. Emergency calls are generally received through the E-911 telephone service and dispatched according to communications center standard operating procedures.
3. As the emergency escalates Emergency Communication Center will be expanded as required.
4. Emergency communications procedures will be implemented and backup capabilities activated as necessary.
5. Appropriate backup communications personnel will be notified when needed to for the expansion of communications capability.

B. Specific

1. Telephone Service

- a. Telephone service in the County is provided by Sprint/Centel and Southern Bell.
- b. The telephone companies will be provided with a list of essential users of telephone service.
- c. Essential users will receive priority telephone service and restoration during emergencies.

2. Two-Way Radio Systems

- a. The County two-way radio system is designated as a principal system to be used for direction and control activities. It provides voice communications between mobile units operated by department heads or chiefs of emergency services and the County Emergency Communications Center. The principal operators are:
  - (1) Sheriff
  - (2) Municipal Law Enforcement Chiefs

- (3) Emergency Management Coordinator
- (4) Fire Chiefs
- (5) Rescue Chiefs
- (6) Emergency Medical Services Manager
- (7) Fleet & Facilities Maintenance Manager

b. The following City/County departments, agencies and organizations operate two-way radio systems:

- (1) Sheriff's Department
- (2) Board of Education
- (3) County Volunteer Fire Department(s)
- (4) City Police Department
- (5) City Fire Department
- (6) City Public Works Department
- (7) Rescue Squad(s)
- (8) Hospital
- (9) Emergency Medical Service
- (10) Emergency Management
- (11) Department of Social Services
- (12) Fleet/Facilities Maintenance Manager

- c. The following County volunteer organizations operate two-way radio systems:
  - (1) RACES
  - (2) Civil Air Patrol (CAP)
- d. Other two-way communications systems which may be used to communicate with the State EOC during emergencies include:
  - (1) Division of Criminal Information (DCI)
  - (2) North Carolina Inter-City Police Network
  - (3) RACES
  - (4) Civil Air Patrol Radio Systems
  - (5) National Warning System (NAWAS)
  - (6) State Emergency Management FM Voice Radio Network
  - (7) Commercial Telephone
- e. The following communications systems can be accessed from the communication center:
  - (1) Sheriff's Department Radio System
  - (2) County Fire Protection Network
  - (3) Hospital System
  - (4) EMS/Rescue Squad Radio System
  - (5) The County RACES Network

(6) The Local Area Police Network

(7) The public works/utilities network

4. Other Communications Systems

The following communications systems are available but not operated from the communication center:

a. Civil Air Patrol Squadron

**IV. DIRECTION AND CONTROL**

- A. The Catawba County Emergency Management Coordinator will be notified when a major emergency situation has occurred or is imminent. The Emergency Management Coordinator will then inform County officials in accordance with the County procedures.
- B. Authority to direct and control the use of communications systems and services available to County departments and agencies is delegated to the Communications Director.

**V. CONTINUITY OF GOVERNMENT**

The line of succession is:

- A. Communications Center Supervisor
- B. Emergency Management Coordinator
- C. Sheriff